

## Customer Service Report for LSSB

For the period: Thursday, November 01, 2007 12:00:00 AM to Friday, November 30, 2007  
11:59:59 PM



	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	LSSB	Web	Other	DCS	LSSB	Other	DCS	LSSB	Other	To Close
<b>Accounts</b>											
Password Reset	0	0	0	1	0	0	0	0	1	0	0
<b>Connectivity</b>											
Connect Direct	2	0	0	0	0	2	0	0	0	0	0
TCP/IP	1	0	0	0	0	0	0	0	1	0	47
<b>General Information</b>											
Inquiry	1	0	0	0	0	0	0	0	1	0	10
<b>OS/390</b>											
Disks (DASD)	1	0	0	0	0	1	0	0	0	0	0
<b>OS/390 SOFTWARE</b>											
OTHER SOFTWARE	0	0	0	8	0	6	0	0	2	0	0
<b>Grand Total:</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>9</b>	<b>0</b>	<b>9</b>	<b>0</b>	<b>0</b>	<b>5</b>	<b>0</b>	<b>4</b>

Total Tickets Closed:	5
Total Tickets Assigned/Pending/Checked Out:	9
Total Tickets Created:	14